

Quick Guide

Restricted Records

All Mosaic users must read the **Mosaic Restricted Records Policy** available on the Mosaic Hub.

The Mosaic Service Desk can restrict, grant and remove access to records in Mosaic.

A Mosaic record should be restricted when:

- the record contains sensitive information, and it may be inappropriate for this to be available to all Mosaic users
- the person is subject to a serious case review. This also applies in the case of a child death which may lead to a serious case review
- the person has a high media profile
- the person has a pre-adoption record
- the person is a direct relative (i.e. spouse, parent, child, etc) of an LCC employee or external professional who uses Mosaic
- the person is also an LCC employee or external professional who uses Mosaic

Note: A Mosaic record can also be left unrestricted overall, but restrictions can be applied to one or more workers to prevent just those workers from accessing the record.

Access can be granted to:

- an individual worker
- a worker role
- a team (giving access to all team members)

Important notes:

- Adult Approved Mental Health Professionals (AMHP), Children's Emergency Duty Teams and the Mosaic System Support Team will automatically be given access to all restricted records
- When 'acting for' another worker who has been granted access to a restricted record, the deputy worker is also able to view the restricted record.
- Access to view a restricted record should only be required during case work activity. When a worker's involvement has ended, access permission should be removed.

Restrictions: Requesting and Removing Access

You will need to contact the Mosaic Service Desk to restrict, grant or remove access to a person's record.

All requests **must** be authorised by your manager.

Complete the relevant Mosaic Requests form:

- LCC colleagues – [Restricted records](#)
- Non LCC colleagues – [Restricted records](#)

You will need to give the Mosaic Service Desk all listed information:

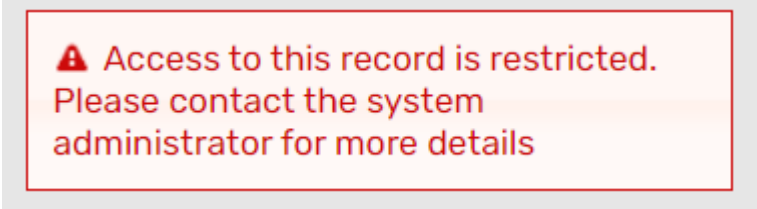
- **Request type** – whether the request is to restrict a new record, restrict a worker's access to a record, grant access to an existing restricted record or to remove access from an existing restricted record
- Restricted **person's Mosaic ID**
- Restricted person's **initials**
- **Reason** why the restriction change is required
- **Restriction type** – whether you are wanting to grant access to or remove access from a worker or team
- Mosaic **worker's or team's ID**
- Mosaic **worker's or team's name**

You should also give Mosaic Service Desk any additional notes to support your request.


Restricted Records that you do not have permission to access

If you do not have permissions to access the restricted record, you will only be able to see the person's name, Person ID and date of birth on the **Person details** screen.

A red message will appear at the top of the screen to inform you access to the record is restricted.

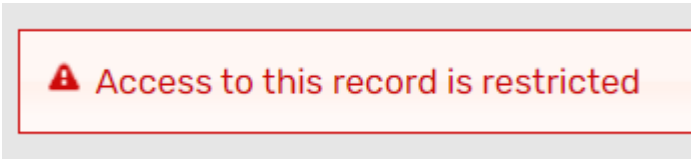
A screenshot of a red warning message box with a red border. The text inside is red and reads: "⚠ Access to this record is restricted. Please contact the system administrator for more details".

⚠ Access to this record is restricted.
Please contact the system
administrator for more details

The **restricted record** icon  will appear before the person's name in your **Recently viewed** section (Full/Narrow workview).

Restricted Records that you have permission to access

A red bar will appear at the top of the **Person summary** screen to inform you that you are in a restricted record.

A screenshot of a red warning message bar with a red border. The text inside is red and reads: "⚠ Access to this record is restricted".

⚠ Access to this record is restricted

If you have permission to access the record, you will be able to see all relevant information and the person will look 'normal' in your **Recently viewed** section (Full/Narrow workview).

You will not be able to assign next actions, requests or notifications to workers or teams who do not have access to the restricted record. You will need to arrange their access by contacting the Mosaic Service Desk and following the '[Restrictions: Requesting and Removing Access](#)' section of this guide.